Clemson University









Beverage Pouring Rights Bid #27343208





Letter of Transmittal

To the Clemson University Community:

Thank for giving Coca-Cola the opportunity to submit a response to your Beverage Pouring Rights RFP. Clemson has been a great partner for Coca-Cola for many years and we look forward to continuing our relationship as you move closer to the "Clemson 2020 Road Map" vision.

Our team at Coca-Cola Bottling Company Consolidated, your local bottler, and Coca-Cola North America have put together an aggressive response that we hope meets your technical as well as financial needs. More than that, however, we hope that in the following pages we are able to show you the level of commitment Coca-Cola has in being your partner in helping Clemson University not just move towards, but soar towards your vision to become one of the nation's Top 20 universities.

If you have any questions about our response, please don't hesitate to ask.

Sincerely,

Robert Chambless
Coca-Cola Bottling Company Consolidated
Senior Vice President, Sales
4100 Coca-Cola Plaza
Charlotte, NC 28211
(704) 557-4686



Bob Bestwick
Coca-Cola Bottling Company Consolidated
Corporate Director of On Premise Sales
4100 Coca-Cola Plaza
Charlotte, NC 28211
(704) 557-4715

Bid #27343208

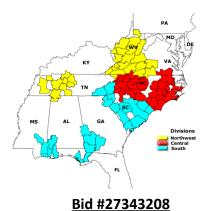


Coca-Cola Bottling Company Consolidated





★ With corporate offices in Charlotte, NC, Coca-Cola Bottling Company Consolidated (CCBCC) is the largest independent Coca-Cola bottler in the US and is listed on the NASDAQ national market system under the symbol COKE. With a franchise territory that covers most of the Carolinas, the Virginias, and parts of Tennessee, Georgia, Alabama, Mississippi and Florida, we specialize in the southeast. Our company's roots date back to 1902 and we operate locally out of a distribution center in Greenville, SC. We'll be your local team that will see to all of your needs.

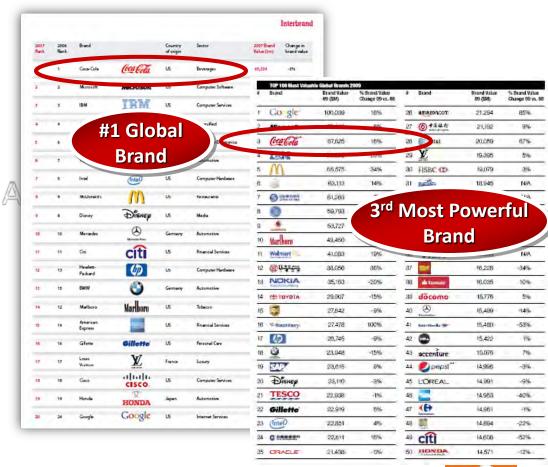






The Coca-Cola Company

★ Based in Atlanta, GA, the Coca-Cola Company markets some of the most recognized brands in the world and supports CCBCC in maximizing our impact on Clemson University's campus.

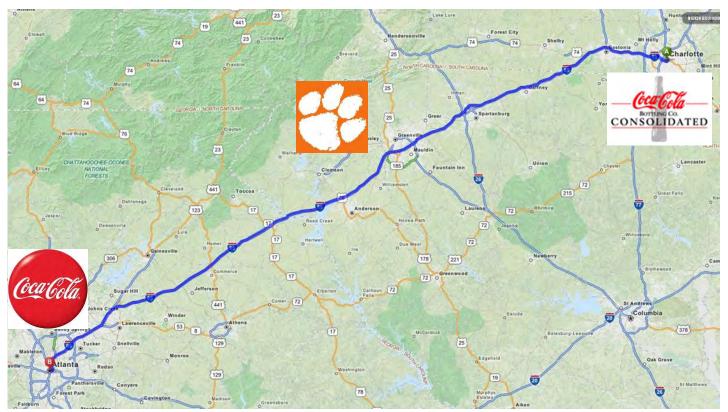






The Clemson-Coca-Cola Connection

★ Three iconic partners along the I-85 Corridor







*Technical Proposalin 19 Propo





a.) Section III. D.

- ★ Within Section III, CCBCC understands what is being asked of in the following subsections, including changes made in the addendum and will work to fulfill reach request to the best of our ability, as we have done in the past.
 - D. Current Beverage Operations
 - √ 1) Vending
 - √ 2) Beverages For Resale





a.) Section III. E.

- ★ Within Section III, E. CCBCC understands each of the following sections:
 - E. Advertising/Marketing Opportunities
 - ✓ 1) <u>Vending</u> CCBCC understands that the beverage partner is granted exclusive advertising/marketing opportunities on or around their vending machines.
 - ✓ 2) <u>Clemson Athletics</u> CCBCC understands that the minimum Athletic Department/ Sponsorship Fee is \$525,000 annually with a 3% annual increase thereafter, and includes all items noted between pages 15-23 including:
 - Marks & Logos, Signage, Radio, Television, Print, Displays, Retail Promotion Idea, Other, Internet, Promotional Items, All Sports Cup, Unique Opportunities, Definition, Program/Media/Cup Advertising (including Coach's Sponsorship, Green Initiative Advertising and noted Event Tickets), Donated Product, etc.



a.) Section III. E.

- ★ Within Section III, E. CCBCC understands each of the following sections:
 - E. Advertising/Marketing Opportunities
 - ✓ 3) <u>Clemson University (Non-Athletic)</u> <u>CCBCC</u> understands the exclusive advertising, product availability, product designation and other rights described in the section.





a.) Section IV. Scope of Work

- ★ Within Section IV, CCBCC understands what is being asked of in the following subsections, including changes made in the addendum and will work to fulfill reach request to the best of our ability, as we have done in the past.
 - A. General Specifications/Terms & Conditions
 - B. Beverage Vending Operations
 - ✓ See note on co-branded fronts, next page.
 - C. Equipment Requirements
 - D. Disposition of On-Hand Inventory and Dispensing Equipment
 - E. Services, Delivery and Post Mix
 - F. Personnel Requirements





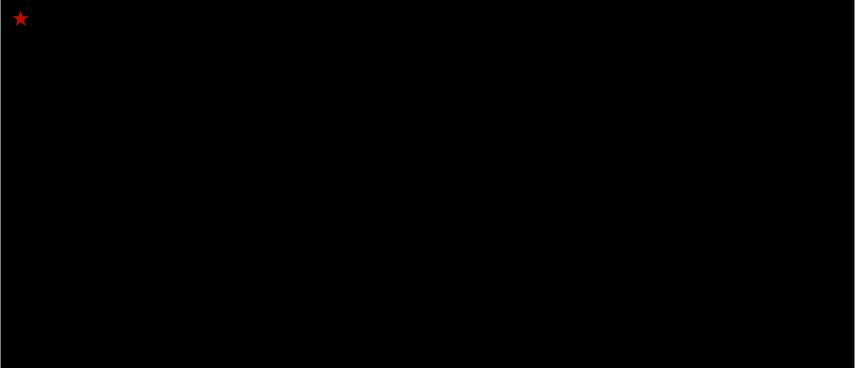
a.) Section IV. Scope of Work







★ CCBCC has agreements throughout the southeast and is proud to work with many other institutions of higher learning.







★ On the following pages, we've listed a dozen large universities that Coca-Cola Bottling Company Consolidated is partnered with within our franchise border.











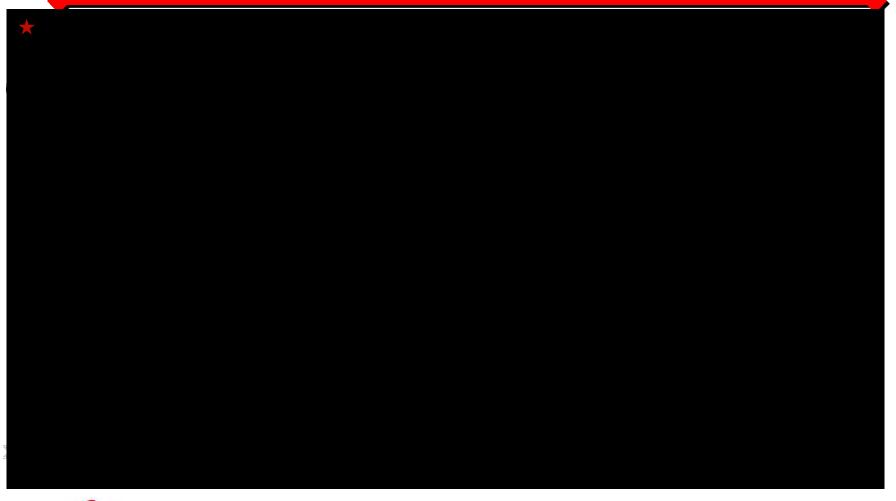






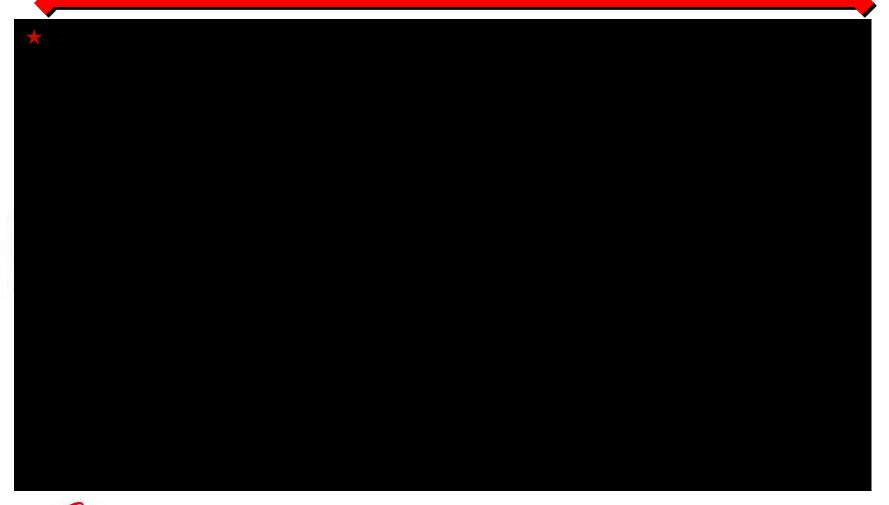
















c.) Financial Statements

★ Please see Appendix A: Coca-Cola Financial Information







d.) Organizational Staff

Coca-Cola	Position	Role





d.) Organizational Staff

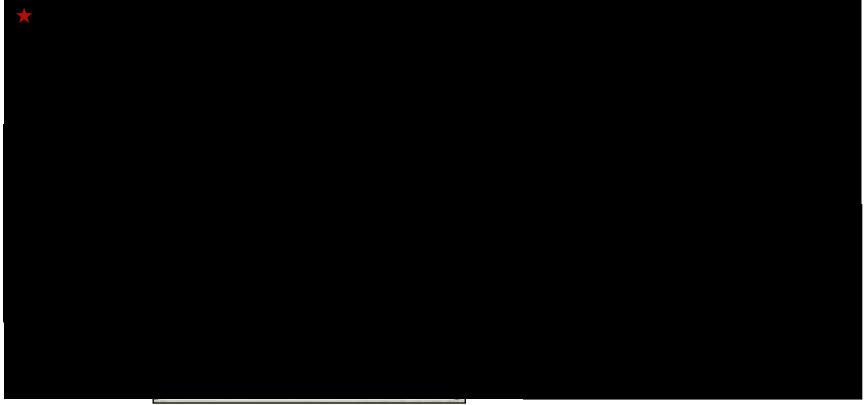
★ CCBCC has some of our best and most experienced management teammates that support Clemson University.







★ i. Beverage Vending

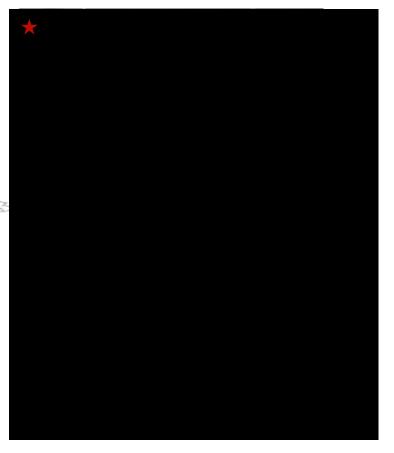






★ i. Beverage Vending

Spring Cleaning: Two weeks before school starts, Coca-Cola cleans each machine in preparation for the new school year, ensuring that our equipment looks their best and has the latest vend strips.







- ★ ii. Retail Beverage Delivery
 - Delivery Methods: Coca-Cola utilizes two different methods for ensuring that Clemson receives product. For larger accounts on campus, we have a presell representative that takes orders and for smaller accounts, we have a Customer Care Center individual call the location at regular intervals to take orders.







- ★ ii. Customer Care Center
 - One Call Does It All! 1-800-309-COKE (2653)
 - 100 dedicated associates
 - Available 7 Days A Week
 - After-hours emergency service

CCC



Order Replenishment



Equipment Repair Request



Proactive Fountain Service



General
Customer Service



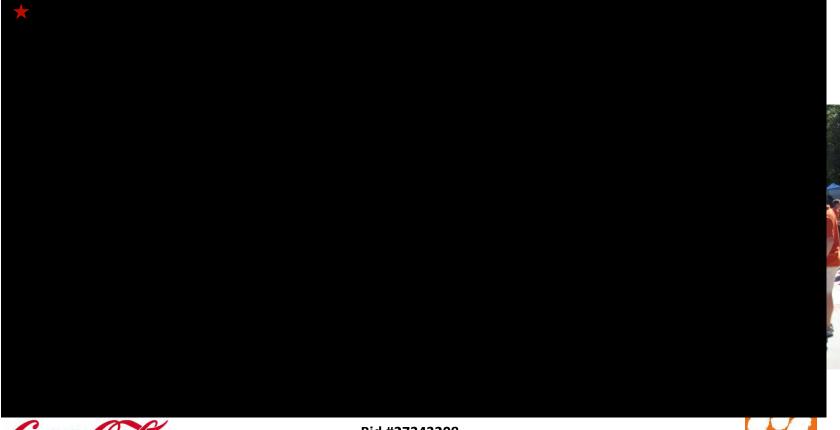
Dispatch Repair Technicians



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★ ii. Memorial Stadium Load-In







- ★ iii. Vending and Retail Equipment
 - For use on campus, Coca-Cola has utilized a variety of different equipment that maximizes the availability of our top brands in the space that is available.























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★ iii. Fountain Equipment

- Because Aramark is your food service provider, Clemson
 University receives Coca-Cola's National Account Fountain
 Program, which provides great service, state-of-the-art equipment and national account pricing.
- Our equipment has over 150 technical patents in the past two years, including LEV valves that hold ratio and 60 configurations that deliver the highest quality drink and performance standard.





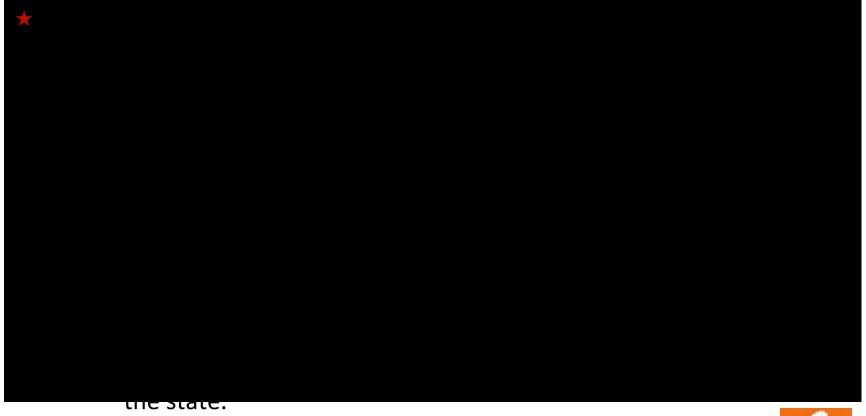




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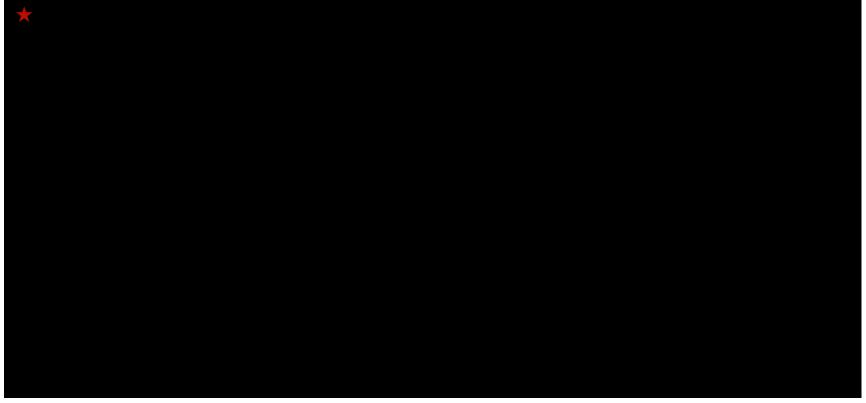
★ iii. Fountain Equipment







★ iii. Fountain Packaging











★ iii. Repair Service

- CCBCC will generally provide same-day repair service on call-ins made early in the day and next-day service on the rest. Weekend repair service may be limited, based on the priority of the issue and the proximity of other venders to meet beverage needs.
- Coca-Cola places a toll free number on every vender. Any technical issues with any machine can be called into this number. In turn, the service call is dispatched immediately to a trained and certified vending technician.
- Radio dispatched, on-call service that provides reasonable response time during critical business hours, reducing profit loss due to downtime and repeat calls.





★ iii. Approved Vending Card Readers









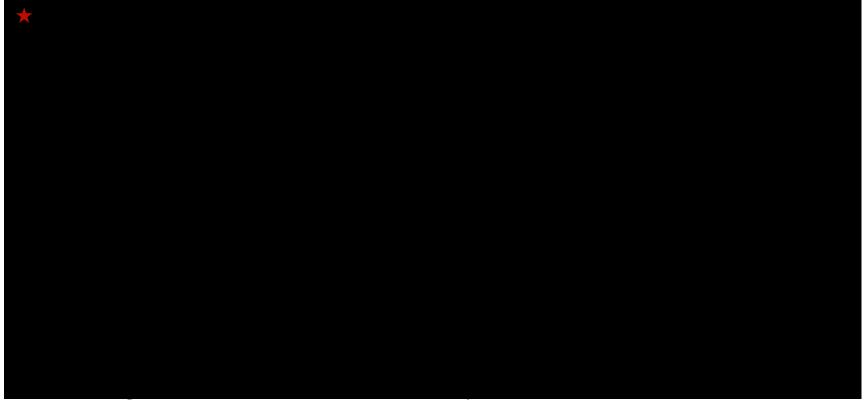
- ★ iv. Cash Handing, Refunds, Invoicing
 - Our full service drivers collect money from machines serviced and turn into our cashier in Greenville, SC where it is counted and credited to each machine.
 - On machines that accept debit card readers, we reconcile based on receiving a monthly report from Clemson of sales from the Tiger1 office.
 - Currently, Coca-Cola works with Aramark on creating a refund station by providing a \$100 refund bank to be drawn upon.
 - Students who lose money in vending machines turn in receipts for losses and Aramark refunds them, giving the receipts to us.
 - Once vending banks get low, we replenish on an as needed basis.





f.) Undergraduate Employment

★ Employment Programs

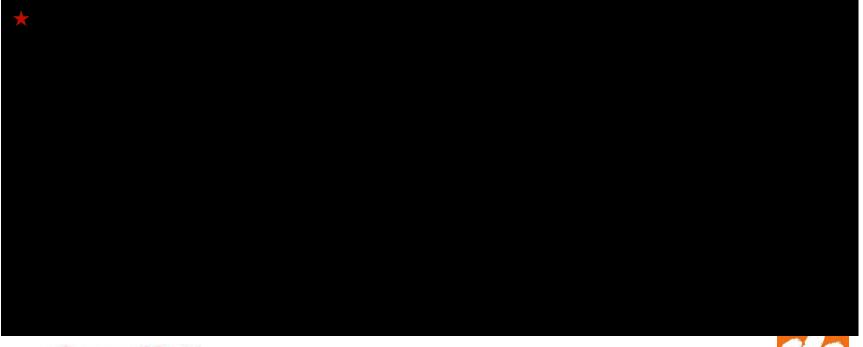






g.) Contract Implementation

★ As the incumbent, most of our infrastructure will already be in place. All financial and pricing changes will be effective July 1, 2012. Other areas:







h.) Sustainability

- ★ The importance of sustainability has grown considerably since the beginning of our last agreement with Clemson University.
- ★ The Coca-Cola Company and Coca-Cola Bottling Co. Consolidated continue to improve our "carbon footprint" as a corporate partner and has not only created ideas on a global level that have a positive impact on the planet, but also on a local that impact Clemson University's students, faculty, staff and fans.

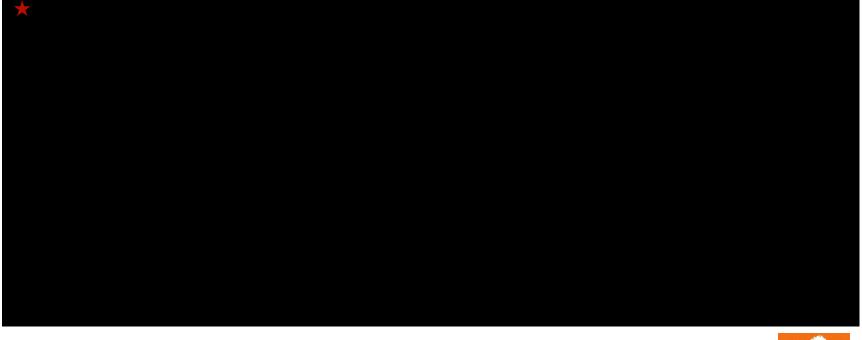






h.) Sustainability

★ Coca-Cola is a great supporter of Clemson's sustainability efforts and has helped to create programs that make them come alive, such as "Get Caught Green Handed."





























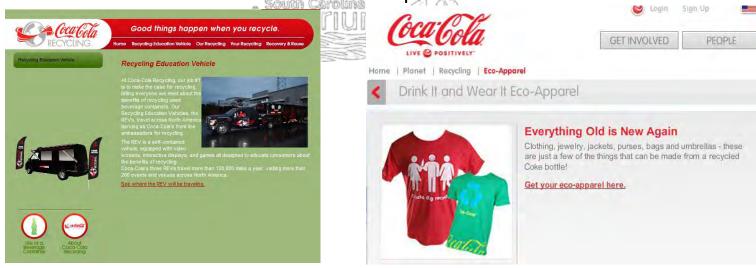








- ★ Corporate Sustainability Initiatives
 - As a company, Coca-Cola continues to create and support initiatives around sustainability. Examples include:
 - ✓ Recycling Education Vehicle
 - ✓ "Not Wasted" t-shirts made from plastic bottles

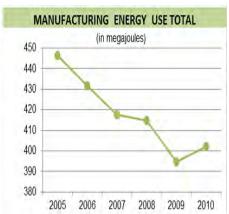


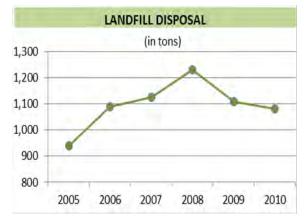


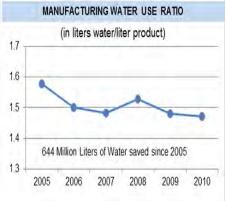


★ Corporate Sustainability Initiatives

- At CCBCC we promote and follow good sustainability practices to reduce our environmental impact. As we partner with other organizations, we encourage them to do the same. Operational excellence is only possible through shared values related to the conservation of natural resources.
- The majority of the natural resources we use and the impact of our conservation efforts can be tracked in one of three areas:
- Water, Energy and Packaging, and we have made significant progress in each area, and our goal is to cut our company-wide landfill waste in half by 2012 and the significant progress in each area, and our goal is to cut our
- Some of our initiatives to reduce water usage include ionized air can/bottle rinsing, UV filter cleaning, water-free conveyer belt lubricating, efficient line changes and in-house water treatment facilities. CCBCC leads the soft drink industry in water efficiency.





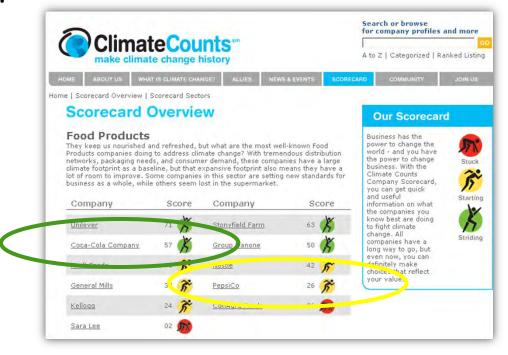




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★ Coca-Cola strides ahead of the competition on the list of food products that are setting standards in environmental effects.





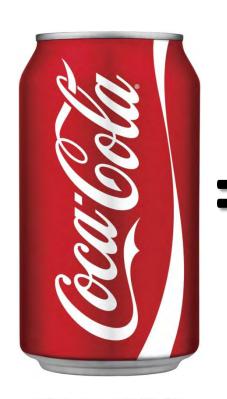
Sources: www.climatecounts.org

Bid #27343208



★ "Arctic Home" is a brand new initiative that debuted this

past winter.













- ★ Worldwide, 7,000 products from The Coca-Cola Company are consumed every second.
- ★ Coca-Cola has built the world's largest plastic bottle-to-bottle recycling plant in Spartanburg, SC, which will turn used bottles into nearly two billion new 20 oz. Coca-Cola bottles every year.
- ↑↑ ★ The energy savings from recycling one bottle is powerful.
 - It will power a computer for 25 minutes
- Consumers are demanding today's corporations be environmentally responsible.
- Nearly 20% of college students don't have any obligation or intention to recycle at all.*



Why Recycling?

*Source: NCS/NCHS: Spring 2007 Adult Full Year (May 2006-June 2007) Survey





★ The right container and message can encourage recycling.



Corrugated **Recycle Bin**



Vend Snipe



Recycle Bin



Static Cooler Cling



Contour Bottle Recycling Bins



Poster



T-shirts



Program Ad





Magnet







Bid #27343208



★ The Coca-Cola Company and CCBCC continue to create programs in our markets to support "Green Initiatives" and will continue to work with Clemson University to support your initiatives.



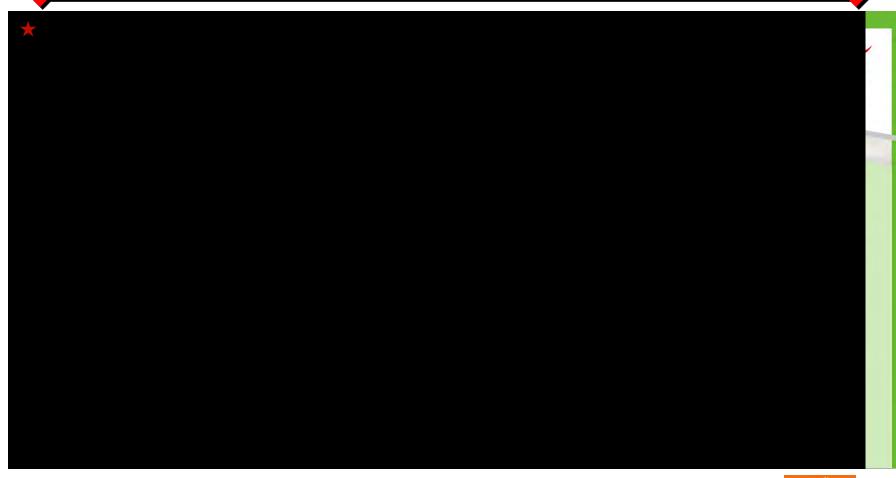
















★ Coca-Cola's Marketing Approach with Clemson has been very interactive, involving all areas of campus – dining, vending, campus life, athletics and addresses key initiatives such as recycling.







★ Some examples of Bid #27343208



★ More examples of





Wall Info Rent flow Enter to Win Shop flow Photos 39

Clemen University Bookstore + Others University Bookstore





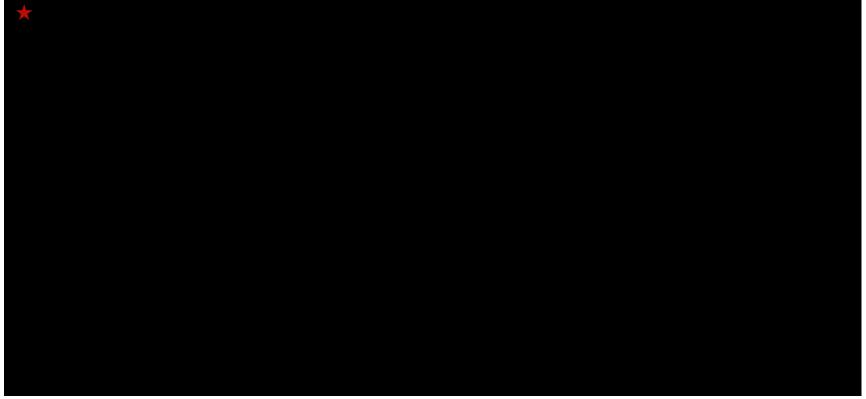
★ Campus Activation In Local C-Stores







★ Clemson Tiger Football







★ And in September 2011, the Open Happiness Vending Machine made its way to Clemson University....

















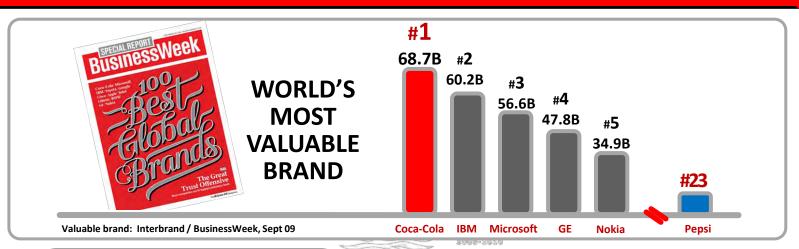
j.) Why Coca-Cola?



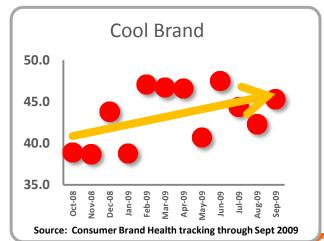




Coke Has Clear Brand Power and Awareness





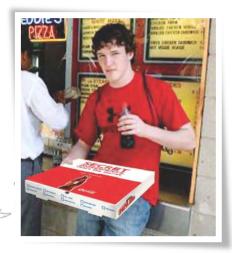




Bid #27343208

We're Growing Teen Users





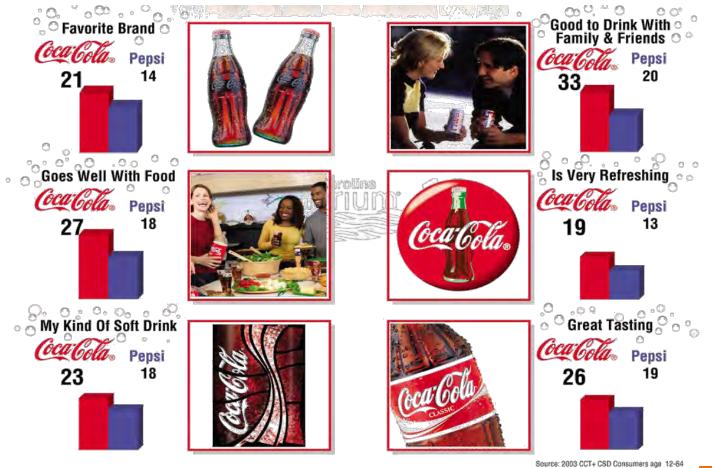


Source: Consumer Brand Health tracking, YTD September vs YAGO

Bid #27343208



Coke Appeals To College Students







Coca-Cola Is "Top of Mind" With Students

★ In a recent survey, teens listed Coca-Cola as the overall brand they most discussed. Sprite came in 14th.

★ College students named Coca-Cola their favorite soft drink brand in an Anderson Analytics' brand survey of the 18-24 year old set.



Source: Keller Fay Group 2010

POPULARITY CONTEST College students' favorite brands PRODUCT NO. 1 Book "Harry Potter" 20.0 Website 12.2 Facebook Clothing brand Old Navy 6.9 Magazine Cosmopolitan 5.5 Fast-food restaurant Taco Bell 12.5 TV show "Grey's Anatomy" 7.2 Candy Snickers 11.1 17.1 Soft drink Coca-Cola Cellphone service Verizon 16.5 New York Yankees 4.5 Pro sports team **iPod** MP3 player 65.4 Musician/band Linkin Park 1.7 Celebrity Johnny Depp 3.7

Source: Anderson Analytics 2007





Nationally, We Carry The Favored Brands

Improved National Marketing Leads to Super Brand Favorability



1.5 to 1

Vs. Pepsi



6 to 1

Vs. Pepsi Max****



2.5 to 1

vs. Diet Pepsi



5 to 1 vs. 7-up





2 to 1 vs. Crush



Brands On The Move



THE WALL STREET JOURNAL.

Diet Coke outfizzes Pepsi as No. 2 US soda

Top 10 SSD Brands in 2011

Brand	Million Cases	2010 Market Stare	2010 Growth	Share Point Change	
Coca-Cola Classic	1590.0	17.0	-0.5%	flat	
Diet Coke	926.9	9.9	-1.0%	flat	
Pepsi-Cola	891.5	9.5	-4.8%	-0.4	
Mountain Dew	633.3 592.0	6.8	0.5% 2.8%	0.1	
Dr Pepper		6.3			
Diet Pepsi	498.2	5.3	-5.2%	-0.3	
Sprite	525.5	5.6	2.0%	0,1	
Diet Mountain Dew	187.5	2.0	5.8%	0,1	
Diet Dr Pepper	174.5	1.9	5.6%	0,1	
Fanta	170.5	1.8	1.0%	flat	

Coca-Cola Zero has delivered double digit growth for over four years by combining the taste of Coca-Cola with zero calories

Coke Zero is the 12th and most recent Coke brand to hit \$1 billion in global annual revenue*



Source: 2011 Beverage Digest

*Source: Nielsen Scantrack AMC (Grocery, Drug, KT, CR, S) 12 m/e June 2010





Our Still Portfolio Is The Fastest Growing

★ Nine consecutive quarters as the fastest growing "still" beverage business in North America.



Source: CCNA Industry Estimates, Nielsen YTD Sept 2009. The Coca-Cola Company is a minority investor in the Zico and Honest Tea brands. The rights to ready-to-drink coffee products in North
America are held by a joint venture in which The Coca-Cola Company owns a 50% interest.





Carbonated Soft Drink Lineup

★ Locally, we have a great selling lineup of the country's top carbonated brands that will exceed the needs of Clemson University's students and faculty.



#1 Cola worldwide, also sold in Cherry Coke



First of the "Zero" brands & our fastest growing



Take a sip of the smooth citrus flavor



#1 Diet Cola, now #2 in the US behind Coke



#1 Spicy Cherry, also in diet Dr Pepper



A huge hit at Clemson for years!



#1 Lemon Lime, also available as Sprite Zero



100% natural flavors and caffeine free.



The root beer with a bite!





Water Product Lineup

★ Locally, we have a great selling lineup of the country's top water brands that will exceed the needs of Clemson University's students and faculty.



Nationally known purified water product, available in multiple packages and sizes.

New environmentally friendly plant bottle



#1 in the Enhanced
Water category, with an
ever-changing lineup
that includes the new
Zero line. Packed with
vitamins and all natural



Socially-conscience brand with explosive growth on college campuses. Vapor distilled water plus electrolytes





Juice Product Lineup

★ Locally, we have a great selling lineup of the country's top juice brands that will exceed the needs of Clemson University's students and faculty.



Top selling juice products that urges us to Put good in. Get good out. Available in multiple packages and sizes



Well-known for V8 juices, also available in Splash and Fusion brands. "Get the veggies, taste the fruit"



Our complete fountain premium fountain juice line with 5 varieties.





Tea Product Lineup

★ Additionally, we carry a complete lineup of the country's top tea brands in a multitude of flavors that will give the students and faculty at Clemson University variety.









Premium "southern style" tea product with fresh-brewed taste, available in fountain BIB and PET bottles

#1 in the Specialty
tea category, 100%
organic, low in
calories, antioxidant
rich, also available in
"Honest Ade"

Long term well performing tea in the Coke system. Well-known mainstream tea brand New entry in the lemonade/tea category. Refreshing half and half flavor.





Gold Peak Bag-In-Box

- ★ The great taste of fresh-brewed tea with the convenience of post-mix
 - Add Gold Peak® Post-Mix Tea To Your Beverage Lineup To:
 - ✓ Reduce the product waste that occurs with freshbrewed tea
 - ✓ Increase labor efficiency by eliminating the labor required for brewed tea
 - Ensure consistent quality by dispensing the right mix every time











Additional Product Lineup

★ We also carry a great selling lineup of the country's top brands in a multitude of newer and emerging categories that students and faculty are looking for.













Higher in carbs, lower in sodium.
Official sports drink of the Olympics

A NOS boost of taurine, and B-vitamins sold in bottles and energy shots

Hard
working,
easy
drinking,
energy drink

Refreshingly smart line of tea and juice beverages w/ vitamins, minerals and antioxidants New entries in the "energy and protein shot" categories





Trademark Cups

★ We currently utilize trademark Coca-Cola cups on campus.









★ Coca-Cola works with your current food service provider, Aramark, at many nearby college campuses, including

★ In addition to having programs with Clemson, we also utilize national programs and support to Aramark.





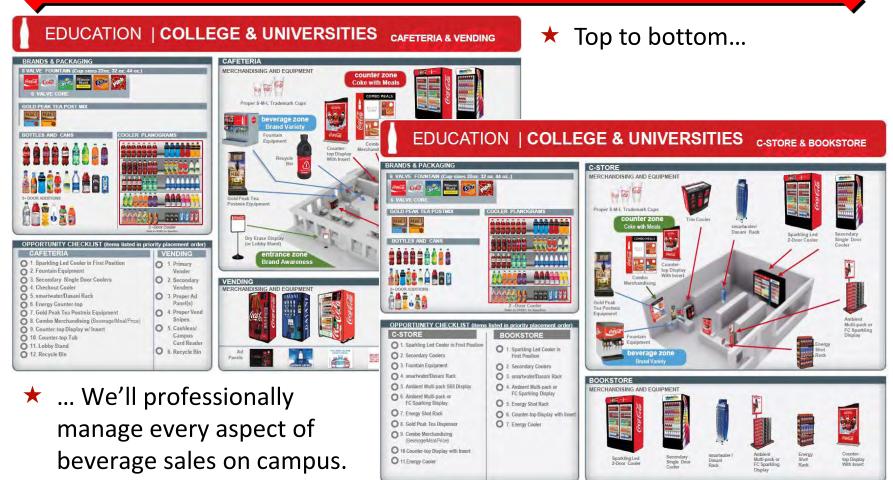


★ Along with Aramark, Coca-Cola will create an Clemson University specific "look of success" to maximize the sales and visual appeal of our best-selling products.











Bid #27343208



★ Coca-Cola also works with Aramark to create space-tosale plan-o-grams at each distribution point to maximize bottle & can sales in all equipment.

Category	Category Guidelines		Purchase (Filled	New Space	1	Maca
	Retail Food Court	C-Store	in by Bottler)	Allocation]	Cit
SD (Carbonated Soft Drinks)	35% - 55%	40% - 55%	31%	35%	0.00	333333
ottled Water (incl. vitaminwater)	20% - 35%	20% - 30%	27%	27%	9 29	000000
uice Drinks (Lemonade, Fuze, etc)	3% - 10%	4% - 10%	13%	10%	U 1944	
0% Juice	3% - 10%	3% - 7%	10%	8%	Š	ē ē ē ē ā ā ā
TD Tea	4% - 10%	4% - 8%	2%	4%		
orts Drink	4% - 8%	6% - 12%	15%	14%		
nergy	2% - 5%	6% - 12%	2%	2%		
offee	1% - 3%	1% - 3%	0%	0%		
anager's Choice	2% - 4%	2% - 4%	0%	0%		1 2 2 3 4 6 6
al			100%	100%		

★ Additionally, Coca-Cola and Aramark also utilize a number of marketing programs each year to enhance sales. Examples of the types of programs are noted in the following pages...



Technical Proposal Summary

★ Thank you for considering our Technical Proposal. We hope we've shown you why Coca-Cola is the right choice for Clemson University.







*Appendix A Coca-Cola Financial Information



